

ALL SAFE and Well.

We are committed to ensuring that you stay safe and stay well in all of our hotels.



For more than 130 years, our loyal guests and employees at Accor properties across North & Central America have entrusted us with their care and safety. We have a long-standing tradition of setting new benchmarks for excellence in our industry and today is no different. As we navigate through this unprecedented moment in our history, we remain deeply committed to the wellbeing of our Accor family. Today, this means keeping you safe by preventing the spread of COVID-19 – by partnering with top experts, investing in research, new standards of safety, enhanced protocols and procedures which will address our new reality. And though it is impossible to know what tomorrow holds, please be assured that we are looking ahead, through and past the COVID-19 pandemic, to ensure that you, our valued guests and employees, will always be looked after with the highest degree of care and comfort. Stay well with ALL.

Global Programs

High standards of hygiene and cleanliness are already delivered across all our brands, all over the world. However the COVID-19 pandemic demands that we elevate those standards even further; therefore, we have launched the ALLSAFE label, which represents some of the most stringent cleaning standards & operational procedures in the hospitality industry.

Accor's global cleanliness & prevention standards have been developed with and vetted by Bureau Veritas, a world leader in testing, inspections and certification. The ALLSAFE label communicates to guests when these standards have been met in our hotels. All Accor hotels must apply the global and regional standards and be audited either by the Group's operational experts or third-party auditors to achieve the new ALLSAFE label.

To further strengthen our hotels' commitment to the care of all who visit, Accor has announced a groundbreaking strategic partnership with AXA, a global leader in insurance, offering medical support to guests across the 5,000 Accor hotels worldwide. Guests will benefit from AXA's most recent advances in telemedicine through free access to medical teleconsultations, as well as access to AXA's extensive medical networks, with tens of thousands of licensed healthcare professionals. Rollout is expected as soon as July 2020.

All protocols have been developed following the guidance of the WHO, CDC & PHAC, AHLA & USTA, and local health and government authorities, and have been validated by our expert advisory partners for maximum efficacy. Enhanced hands-on training, dedicated on-property

rollout committees and a formal audit program ensure initial and continued compliance at all hotels across North & Central America.

Overview

- Physical distancing
- Hand hygiene, including proper handwashing & hand sanitizer stations
- Mandatory screening for all guests and employees, which may include a temperature check
- Face coverings mandated for all employees and guests in all indoor public spaces
- Increased cleaning & disinfecting frequency, with continued use of EPA-registered disinfecting chemicals, proven effective in preventing the transmission of COVID-19
- COVID-19 awareness, education & training
- Formal cleaning & disinfecting audit program

Reservation

- For more confidence in your booking, flexible rates are always available, allowing change or cancellation up to 24 hours in advance of arrival
- Visit [all.accor.com](https://www.all.accor.com) for the most up-to-date information on Accor's global cancellation policies

Pre-Stay

- Via pre-arrival communications, we are asking guests to self-identify if they belong to a risk group for COVID-19; if yes, we ask that they postpone their travels until the risk period has passed, in order to help us ensure the wellbeing of all our guests and employees
- Each guest will receive communication from the hotel prior to arrival providing additional information on arrival process, including mandatory screening, online check-in, hotel services & amenities, fast checkout, and more
- Guests encouraged to use pre-arrival communications to reduce contact upon arrival

Arrival

- Temporary suspension of valet parking in favor of self-parking, where available
- Masks for bell persons
- Increased frequency of bell cart cleaning & disinfecting

- Hard-case guest luggage disinfected and/or disinfecting wipes made available to guests

Welcome & Check-In

- Gloved & masked ALLSAFE Ambassador offers hand sanitizer and mask upon arrival
- ALLSAFE Ambassador manages queues to promote physical distancing
- Mandatory screening for all guests, which may include a temperature check
- Front desk set up to promote physical distancing (i.e. plexiglass partitions, extra desks where needed, etc.)
- Shift to low- or no-touch payment where possible
- Guestroom keys disinfected
- Welcome letter communicating cleaning procedures, amenities available upon request, and protocols in public spaces
- Wellness kits provided to guests (masks, gloves, hand sanitizer, disinfecting wipes, etc.)

Lobby & Public Spaces

- Hand sanitizer stations in key areas throughout hotel
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, with special attention to high-touch points
- Cleaning time sheets displayed
- Removal of coffee & water station; bottled water available from front desk
- Lobby seating area rearranged to facilitate physical distancing
- Signage and markers communicating physical distancing protocols in public spaces
- Face coverings mandated for all employees and guests in all indoor public spaces

Elevators

- Signage to indicate maximum occupancy to promote physical distancing
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Hand sanitizer available in elevator foyers

Public Washrooms

- Antibacterial soap year-round
- Hand sanitizer stations located outside washrooms
- High-touch disinfecting every hour with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Cleaning time sheets displayed

Guest Room

- Dedicated floors and self-isolation procedures assigned to guests who display a higher temperature at the time of screening
- Removal of: hotel collateral, print magazines, etc. – new items provided upon request, where possible
- Guest requests carried out in a thoughtful manner with guests' safety top of mind
- Proper hand washing procedure noted in guest bathroom, where applicable

Housekeeping

- Aggressive cleaning protocols between guest stays, including continued use of EPA-registered disinfecting chemicals, proven effective in preventing the transmission of COVID-19, and enhanced focus on disinfection of all guest room touchpoints
- 48 hour “resting period” for soft goods (i.e. pillows & duvets) between guest stays; achieved via 48 hour “resting period” of room or replacement and holding of soft goods after each stay
- Stayover housekeeping service every third day, where applicable and wellness checks daily, as required
- No housekeeping service while guest is in room
- Personal Protective Equipment worn by all room attendants and changed after each guestroom
- Continuation of extensive housekeeping training and auditing

Restaurants

- Gloved & masked ALLSAFE Ambassador offers hand sanitizer and mask upon arrival
- Mandatory screening for all diners, which may include a temperature check
- Face coverings mandated for all employees and guests in all indoor public spaces
- Seat allocation to promote physical distancing

- Envelope / pouch to place masks in while dining
- Shift to disposable or digital menus or disinfection between each use
- Change of items / disinfection of all touchpoints on table between diners
- Increased frequency of cleaning and disinfecting for both front and back of house with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Masks for all restaurant workers, front and back of house
- Rigorous hand hygiene for all employees
- Gloved culinary employees prepare all ready-to-eat food

In-Room Dining

- Contactless option for drop-off and pick-up at door
- Shift to disposable accompaniments, such as salt and pepper, etc.
- Removal of additional tray accessories when order is delivered (i.e. flower vase, etc.)
- Trays disinfected between each use
- Delivered by In-Room Dining attendant in mask and gloves

Fairmont Gold / Sofitel Club Millesime

- Hand sanitizer dispensers available in various locations throughout lounge
- Seating areas rearranged to facilitate physical distancing
- No self-service available in lounge
- Canape/breakfast offerings in individual servings
- Disinfecting wipes next to computer area
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Signage and markers communicating physical distancing protocols

Concierge

- Distance maintained during all interactions via signage and plexiglass partitions, where possible
- Use of digital confirmations and communication, where possible
- Packages will be disinfected or quarantined, depending on guest preference

- Communication with preferred partners to ensure consistency of cleaning and safety procedures

Business Center

- Hand sanitizer stations in key areas throughout hotel
- Set-up of computer and equipment to promote physical distancing
- Business amenities available upon request, ensuring disinfecting between each use
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19

Pool / Recreation

- Gloves and masks worn by attendants providing towels
- Physical distancing maintained via signage, placement of chairs and umbrellas, and revised occupancy limits
- Lounge chairs, sun umbrellas and lifeguard stands disinfected after each use
- Hand sanitizer stations in key areas throughout hotel
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, including public areas, restrooms and towel desk
- Signage and markers communicating physical distancing protocols in public spaces

Fitness

- Hand sanitizer dispensers and disinfecting wipes available throughout facility
- Physical distancing maintained via signage and markers
- Reservation of gym time through Front Desk or Concierge, where available
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Cleaning time sheets displayed
- Signage and markers communicating physical distancing protocols in public spaces

Spa

- Revised menu of services; varies by property

- Gloved & masked ALLSAFE Ambassador offers hand sanitizer and mask upon arrival to spa
- Mandatory screening for all guests, which may include a temperature check
- Face coverings mandated for all employees and guests in all indoor public spaces
- Physical distancing maintained via signage, placement of furniture, locker assignments, revised occupancy limits, and scheduling of reservations
- Gloves and masks worn by all employees; gloves changed and hands washed before and after each treatment, at a minimum
- Lockers, vanities, showers, treatment rooms, etc. disinfected after each use
- No self-service food & beverage in spa or relaxation lounge
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Shift to low- or no-touch payment where possible
- Signage and markers communicating physical distancing protocols in public spaces

Meetings & Events

- Gloved & masked ALLSAFE Ambassador offers hand sanitizer and mask upon arrival and manages check-in queues to promote physical distancing
- Mandatory screening for all attendees, which may include a temperature check
- Event set-ups to facilitate physical distancing; use of outdoor space whenever possible
- Hand sanitizer stations in key areas throughout event spaces
- All food and beverage offerings served in individual servings; no buffets
- Masks for all front of house employees servicing event
- Rigorous hand hygiene, including proper hand washing and hand sanitizer stations, for all front and back of house meeting and event employees
- Disinfection of all touchpoints (tables, chairs, linens, etc.) between events with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19

Checkout

- Contactless checkout via email, text message, telephone or television
- Keys may be left in room or in checkout box in the lobby, to be disinfected
- Promote email invoice

Departure

- Gloves and masks for bell persons
- Increased frequency of bell cart cleaning & disinfecting
- Temporary suspension of house car service

Employees

- Mandatory screening for all employees upon arrival, which may include a temperature check
- Masks worn by all employees
- Gloves worn as needed by department
- Hand sanitizer dispensers at entrance and throughout all work spaces and employee common areas
- Physical distancing observed in all employee areas, including dining areas and in hotel communication sessions
- Adjusted shift start times to promote physical distancing of employees
- No self-service or buffet in employee dining areas
- Increased frequency of cleaning and disinfection in all common areas, i.e. cafeteria, locker room, washrooms, etc. with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- COVID-19 related training and retooling provided to all employees
- Signage and markers communicating physical distancing protocols throughout employee areas

The above represents a sampling of the new health & safety measures being implemented at Accor luxury properties across North & Central America. This list is not intended to be all-inclusive, but to offer an overview of how Accor is working to safeguard the health and wellbeing of its guests and employees. All standards will be reviewed and re-evaluated regularly to ensure relevance and maximum efficacy, and are subject to vary by hotel and change based on the guidance of the WHO, CDC & PHAC, AHLA & USTA, and local health and government authorities.